

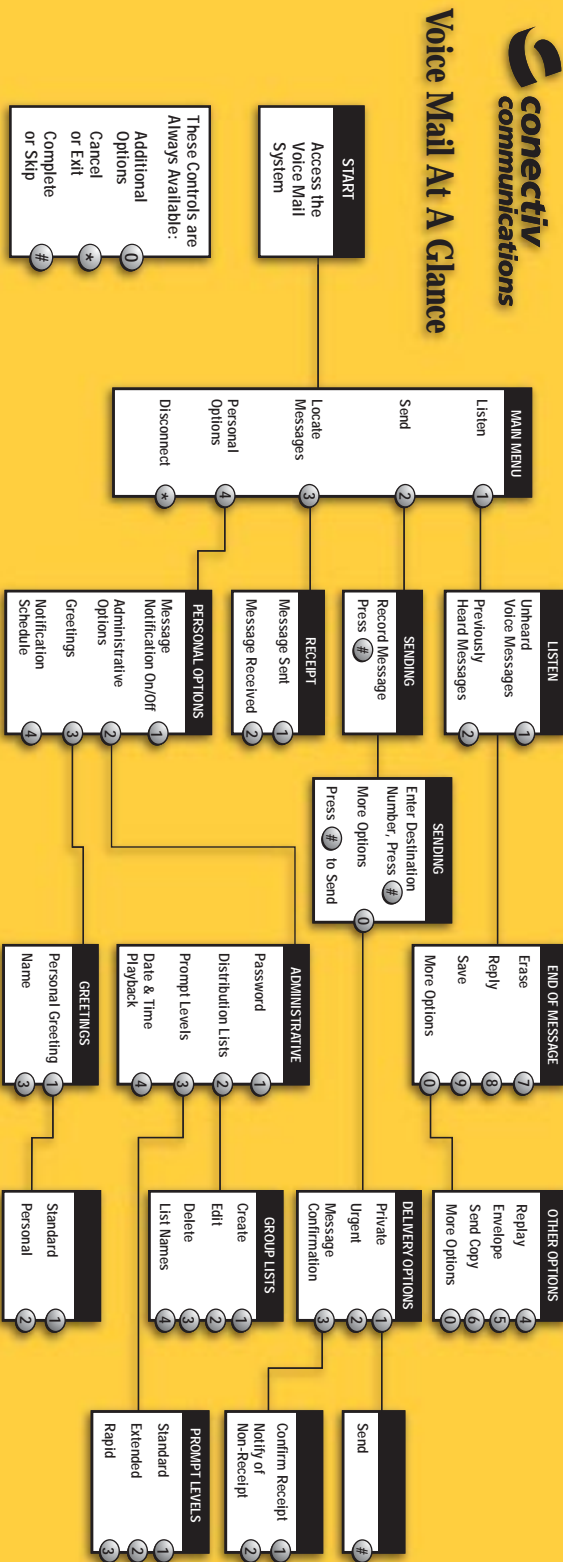


Voice Mail for Business.
Smart Call Management.



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Introduction.

Thank you for selecting Voice Mail from Conectiv Communications. This guide gives you step-by-step instructions for setting up your Voice Mail and using the time-saving and convenience features built into your Voice Mail service.

Once you've completed the set-up, Voice Mail will answer your phone whenever you are unable to, giving your business 24-hour call coverage. Voice Mail ensures that you receive all your calls — and your callers don't receive an endless ring or a busy signal.

Enjoy your new Voice Mail service, and if you have any questions about it, contact us toll-free at **1-888-855-1900**, 8 am to 5 pm, Monday through Friday. We'll be here to answer your call and your questions.

Power Plays.



KEYPAD CONTROLS FOR VOICE MAIL

Your keypad gives you extra control while listening to messages. Use these keys with Single-Box and Multi-Box Voice Mail.

- Help 0
- Operator 0 – 0
- Cancel/Exit *
- Finish/Skip #
- Rewind 1
- Pause/Restart 2
- Forward 3
- Slower 4
- Envelope 5
- Faster 6
- Normal 8
- Louder 9

Single-Box Voice Mail.



Conectiv Communications Single-Box Voice Mail is available with either 30- or 45-message capacity. Your Voice Mail will accept messages up to 3 minutes in length, and will save your new or unheard messages for up to 30 days. The Call Forward/Busy/Don't Answer feature ensures you'll receive your calls, whether you're on your phone or out of your office.

GETTING STARTED

The first time you access your Voice Mail, the system will prompt you to set up your mailbox. You will be unable to receive and access messages until your mailbox is set up.

To begin the set-up, call the Voice Mail system access number from a touch-tone phone. Then enter your **temporary passcode, which is the last four digits of your 10-digit phone number**. Please listen carefully as the Voice Mail system prompts you through setting up your service.

ENTERING THE VOICE MAIL SYSTEM

From Your Business Line

- Call the system by dialing the access number.
- Listen to the introductory prompt.
- Enter your passcode _ _ _ _ .

From Another Location

- Call the system by dialing the access number.
- Listen to the introductory prompt.
- Press #.
- Enter your 10-digit mailbox number.
- Enter your passcode _ _ _ _ .

MAIN MENU

| | |
|------------------------|---|
| Review Messages | 1 |
| Send Messages | 2 |
| Locate Messages | 3 |
| Personal Options | 4 |
| Restart | 5 |
| Exit | * |

REVIEWING MESSAGES – 1

| | |
|--|-----|
| Unheard voice messages | 1 |
| All voice messages, including heard/skipped | 2 |
| End-of-Message Options | |
| Replay | 4 |
| Envelope Information | 5 |
| Send Copy — With Introduction | 6 |
| <i>To send a copy of a message with an introduction: Record introduction; when finished, press #, then enter the 10-digit destination number and send by pressing #.</i> | |
| Send Copy — Remove Introductions | 6-6 |
| Erase | 7 |
| Reply | 8 |
| Reply by Calling | 8-8 |
| Save | 9 |

SENDING MESSAGES – 2

To Send a Voice Message

- Record message, and when finished, press #.
- Enter the 10-digit destination number, or press # to spell last name.
- Select Delivery Options:
 - Private (default)
 - Urgent
 - Message Confirmation
 - Confirm Receipt
 - Notify of Non-Receipt
- Send
- Enter next destination, or return to main menu

LOCATING MESSAGES – 3

| | |
|--|---|
| Messages Sent | 1 |
| Messages Received | 2 |
| Specify Subscriber | 1 |
| <i>Enter 10-digit mailbox number, or press # to spell name</i> | |
| Outside Callers | 2 |

Single-Box Voice Mail. (continued)

PERSONAL OPTIONS – 4

| | |
|--|---|
| Notification On/Off | 1 |
| Administrative Options | 2 |
| Establish/Change Passcode | 1 |
| Define Group Lists | 2 |
| Create | 1 |
| Edit | 2 |
| Delete | 3 |
| List Names | 4 |
| Prompt Levels | 3 |
| Standard | 1 |
| Extended | 2 |
| Rapid | 3 |
| Date and Time Playback | 4 |
| Greetings or Recorded Name | 3 |
| Busy or No Answer | 1 |
| To Change Your Busy Greeting | 1 |
| Standard Busy Greeting | 1 |
| Record Personal Busy Greeting | 2 |
| To Change Your No Answer Greeting | 2 |
| Standard No Answer Greeting | 1 |
| Record Personal No Answer Greeting | 2 |
| Extended Absence | 2 |
| Recorded Name | 3 |
| Notification Options | 4 |

Enter the local destination number; the system will then prompt you to enter the weekday and weekend schedules.

Multi-Box Voice Mail.



Conectiv Communications Multi-Box Voice Mail provides one main mailbox and nine submailboxes, and is available with either 30- or 45-message capacity. Your Voice Mail will accept messages up to 3 minutes in length, and will save your new or unheard messages for 30 days. The Call Forward/Busy/Don't Answer feature ensures you'll receive your calls, whether you're on your phone or out of your office.

GETTING STARTED

The first time you access your Multi-Box Voice Mail, the system will prompt you to set up your mailbox. You will be unable to receive and access messages until your main mailbox and submailboxes are set up.

To begin the set-up, call the Voice Mail system access number from a touch-tone phone. After the introductory prompt, press # and enter the 10-digit main mailbox number. Then enter the main mailbox **temporary passcode, which is the last four digits of the main 10-digit phone number**. Please listen carefully as the Voice Mail system prompts you through setting up your service.

In order to set up your submailboxes, please use the temporary passcodes below.

| Submailbox | Temporary Passcode | Submailbox | Temporary Passcode |
|------------|--------------------|------------|--------------------|
| 9-1 | 1111 | 9-6 | 6666 |
| 9-2 | 2222 | 9-7 | 7777 |
| 9-3 | 3333 | 9-8 | 8888 |
| 9-4 | 4444 | 9-9 | 9999 |
| 9-5 | 5555 | | |

ENTERING THE VOICE MAIL SYSTEM

- Call the system by dialing the access number.
- Listen to the introductory prompt.
- Press #.
- Enter your 10-digit main mailbox number.
- Enter your passcode.
Main Mailbox _ _ _ _ Submailbox 9-5 _ _ _ _
Submailbox 9-1 _ _ _ _ Submailbox 9-6 _ _ _ _
Submailbox 9-2 _ _ _ _ Submailbox 9-7 _ _ _ _
Submailbox 9-3 _ _ _ _ Submailbox 9-8 _ _ _ _
Submailbox 9-4 _ _ _ _ Submailbox 9-9 _ _ _ _
- Enter the submailbox number: You must very quickly dial a 9 before the submailbox number (e.g., 9-1).

Multi-Box Voice Mail. (continued)



MAIN MENU

| | |
|------------------------|---|
| Review Messages | 1 |
| Send Messages | 2 |
| Locate Messages | 3 |
| Personal Options | 4 |
| Restart | 5 |
| Exit | * |

REVIEWING MESSAGES – 1

| | |
|--|-----|
| Unheard voice messages | 1 |
| All voice messages, including heard/ skipped | 2 |
| End-of-Message Options | |
| Replay | 4 |
| Envelope Information | 5 |
| Send Copy — With Introduction | 6 |
| <i>To send a copy of a message with an introduction: Record introduction; when finished, press #, then enter the 10-digit destination number and send by pressing #.</i> | |
| Send Copy — Remove Introductions | 6-6 |
| Erase | 7 |
| Reply | 8 |
| Reply by Calling | 8-8 |
| Save | 9 |

SENDING MESSAGES – 2

To Send a Voice Message

- Record message, and when finished, press #.
- Enter the 10-digit destination number, or press # to spell last name.
- Select Delivery Options:
 - Private (default)
 - Urgent
 - Message Confirmation
 - Confirm Receipt
 - Notify of Non-Receipt
 - Mark Anonymous
- Send
- Enter next destination, or return to main menu

LOCATING MESSAGES – 3

| | |
|--|---|
| <i>Messages Sent</i> | 1 |
| <i>Messages Received</i> | 2 |
| Specify Subscriber | 1 |
| <i>Enter 10-digit mailbox number, or press # to spell name</i> | |
| Outside Callers | 2 |

PERSONAL OPTIONS – 4

| | |
|---|---|
| <i>Notification On/Off</i> | 1 |
| <i>Administrative Options</i> | 2 |
| Establish/Change Passcode | 1 |
| Define Group Lists | 2 |
| Create | 1 |
| Edit | 2 |
| Delete | 3 |
| List Names | 4 |
| Prompt Levels | 3 |
| Standard | 1 |
| Extended | 2 |
| Rapid | 3 |
| Date and Time Playback | 4 |
| <i>Greetings or Recorded Name</i> | 3 |
| Busy or No Answer | 1 |
| To Change Your Busy Greeting | 1 |
| Standard Busy Greeting | 1 |
| Record Personal Busy Greeting | 2 |
| To Change Your No Answer Greeting | 2 |
| Standard No Answer Greeting | 1 |
| Record Personal No Answer Greeting | 2 |
| Extended Absence | 2 |
| Recorded Name | 3 |
| <i>Notification Options</i> | 4 |
| <i>Enter the local destination number; the system will prompt you to enter the weekday and weekend schedules.</i> | |

Enhanced Call Processing.



Conectiv Communications Enhanced Call Processing is a central routing mailbox with options to ring individual extensions (for example, departments or employees), or transfer calls to another line type such as a cell phone. Enhanced Call Processing gives you up to 10 different routing numbers — 1 through 9, plus the * key.

GETTING STARTED

The first time you access your Voice Mail, the system will prompt you to set up your Enhanced Call Processing mailbox. You will be unable to record an outgoing message or transfer calls until your mailbox is set up.

To begin the set-up, call the Voice Mail system access number from a touch-tone phone. Then enter your **temporary passcode, which is the last four digits of your 10-digit phone number**. Please listen carefully as the Voice Mail system prompts you through setting up your Voice Mail.

ENTERING THE VOICE MAIL SYSTEM

From Your Business Line

- Call the system by dialing the access number.
- Listen to the introductory prompt.
- Enter your passcode _ _ _ _ .

From Another Location

- Call the system by dialing the access number.
- Listen to the introductory prompt.
- Press #.
- Enter your 10-digit mailbox number.
- Enter your passcode _ _ _ _ .

MAIN MENU

| | |
|-------------------------------------|---|
| Change Administrative Options | 2 |
| Greetings or Recorded Name | 3 |
| Restart | 5 |
| Exit | * |

CHANGING ADMINISTRATIVE OPTIONS – 2

| | |
|-----------------------------------|---|
| <i>Change Your Passcode</i> | 1 |
| Enter Your New Passcode | # |
| <i>Change Prompt Levels</i> | 3 |
| Standard Prompts | 1 |
| Extended Prompts | 2 |
| Rapid Prompts | 3 |

GREETINGS OR RECORDED NAME – 3

| | |
|---|---|
| Establish or Change Mailbox Greeting | 1 |
| Establish or Change Customized Help Prompt | 2 |
| Establish or Change Your Recorded Name | 3 |

Listen-Only Voice Mail.



Conectiv Communications Listen-Only Voice Mail gives you the capability to record an informational message that callers will hear each time they call — for example, hours of operation or directions to your office. Your message can be up to 5 minutes long, and can prompt the listener to repeat the message if desired. Plus, your message has the security of passcode protection so it cannot be accidentally changed.

GETTING STARTED

The first time you access your Voice Mail, the system will prompt you to set up your Listen-Only mailbox. You will be unable to record your message until your mailbox is set up.

To begin the set-up, call the Voice Mail system access number from a touch-tone phone. Then enter your **temporary passcode, which is the last four digits of your 10-digit phone number**. Please listen carefully as the Voice Mail system prompts you through setting up your Voice Mail system.

ENTERING THE VOICE MAIL SYSTEM

From Your Business Line

- Call the system by dialing the access number.
- Listen to the introductory prompt.
- Enter your passcode _ _ _ _ .

From Another Location

- Call the system by dialing the access number.
- Listen to the introductory prompt.
- Press #.
- Enter your 10-digit mailbox number.
- Enter your passcode _ _ _ _ .

MAIN MENU

| | |
|-------------------------------------|---|
| Change Administrative Options | 2 |
| Greetings or Recorded Name | 3 |
| Exit | * |

CHANGING ADMINISTRATIVE OPTIONS – 2

| | |
|-----------------------------------|---|
| <i>Change Your Passcode</i> | 1 |
| Enter Your New Passcode | # |
| <i>Change Prompt Levels</i> | 3 |
| Standard Prompts | 1 |
| Extended Prompts | 2 |
| Rapid Prompts | 3 |

GREETINGS OR RECORDED NAME – 3

| | |
|---|---|
| Establish or Change Mailbox Greeting..... | 1 |
| Change Your Recorded Name | 2 |

Voice Mail Options.

Frequently Asked Questions.



PERSONALIZING YOUR SERVICE.

Outcall Notification.

Voice Mail can outcall to a local pager or cell phone number to alert you that you have a new message in your mailbox. The service also can be set up to outcall only when you receive urgent messages.

To set up Outcall Notification: From the Main Menu, press 4 for Personal Options; then press 4 again to reach Notification Options. The system will automatically begin set-up and will prompt you to set up two schedules: weekday and weekend. For outcall only for urgent messages: On your greeting, you must tell callers to press 1 when they finish recording their message in order to reach delivery options and mark their message urgent.

Extended Absence.

If you plan to be out of your office for an extended length of time, you may want to set up an Extended Absence Greeting with detailed information, such as the date of your return, and contact names and numbers. An Extended Absence Greeting cannot be skipped by callers, so they must listen to your entire message.

To set up your Extended Absence Greeting: From the Main Menu, press 4 for Personal Options, then 3 for Greetings, then 2 for Extended Absence. The system will prompt you through setting up your greeting.

Creating Distribution Lists.

Now you can personalize your Voice Mail with time-saving distribution lists. Start by making a list of the people to whom you most frequently send broadcast messages.

To create your distribution list within the Voice Mail system: From the Main Menu, press 4 for Personal Options, then 2 for Administrative Options. You are now ready to create your distribution list. Please listen carefully as the system prompts you through the set-up.

AND ANSWERS.

How do I transfer calls to a submailbox?

- Press the transfer key on your phone.
- Dial the Voice Mail access number.
- After hearing “Thank you for calling Conectiv,” dial your main mailbox number.
- After the greeting, dial the submailbox to which you want the call transferred (example: dial 9-1).
- Press the transfer key again and hang up.

Note: This process may not work on all telephones. If you experience problems with transferring calls, please call 1-888-855-1900.

Do callers have to listen to the entire outgoing announcement?

No. Callers can press the # key at any time during the greeting to stop it, except on an Extended Absence Greeting.

Can the ring count be changed?

Yes. Although your Voice Mail default is set to answer after four rings, the ring count can be changed. This must be done through Conectiv Communications. Please call Customer Care at 1-888-855-1900 to request this change. A change order charge will apply.

Can I use my main mailbox number as the access number to check my messages?

Yes. You can do this either from your office phone or remotely by following these easy steps:

- Dial your main mailbox number.
- When you hear the greeting, press *.
- Press #.
- Dial your 10-digit main mailbox number again.
- Enter your passcode _ _ _ _ .

Voice Mail.

BETTER FOR BUSINESS, BETTER FOR YOU.

Doing business requires staying in touch. And that can be difficult, with meetings, conference calls, offsites, business trips and all the other activities that vie for your time every day. There *is* a solution: *Voice Mail from Conectiv Communications*. Voice Mail makes you accessible, yet lets you control when you receive calls and retrieve messages.

It's Convenient. Access your voice mailbox anytime from any touch-tone phone worldwide.

It's Secure. Protect your mailbox with your personal passcode, required for retrieving messages and changing your greeting.

It's Flexible. Make your Voice Mail work best for you by customizing it with easy-to-use features.

It's Affordable. Enjoy all the functionality of Voice Mail without purchasing any additional equipment.

It's Mobile. Keep in touch whenever you leave your office.

It's Responsive. Get access to your messages as soon as they're left in your voice mailbox.

Conectiv Communications Voice Mail is available in four solutions to meet your business needs: *Single-Box Voice Mail, Multi-Box Voice Mail, Enhanced Call Processing and Listen-Only Mailbox.*

Voice Mail: Easy, Quick, Convenient.

Access the System

- Dial the access number
- Press #
- Enter 10-digit phone number
- Enter passcode

Send Messages

- From the main menu, press 2
- Record your message; when finished, press #
- Enter 10-digit phone number
- Enter destination number
- To send, press #

Review Messages

- From the main menu, press 1
- To review unheard voice messages, press 1-1

Power Keys

- * Cancel/Exit
- # Finish/Skip
- 0 More options

Playback Controls

- 1 Review message
- 2 Pause/Resume
- 3 Fast Forward
- 4 Slower
- 5 Envelope
- 6 Faster
- 8 Normal volume
- 9 Louder volume

End-of-Message Options

- 4 Replay
- 6 Send copy
- 7 Erase
- 8 Reply
- 9 Save

Personal Options

- 4-3-1-2 Personal greeting
- 4-1 Notification on/off
- 4-4 Notification schedule



Quick Reference

www.conectiv.com/comm

Business Customer Care

1-888-855-1900

8am - 5pm

Monday - Friday



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